

## Weekly Huddle - Transcript

Due to recent events many organizations have been tossed into managing in a mobile workforce. However, the Texas Department of Family and Protective Services has long known that Work is something you do, not somewhere you go. In this podcast we will be sharing some of the lessons learned over the last 15 years of managing a mobile workforce to make your transition a little easier.

In the coming weeks we will be discussing issues of communication and the important role this plays in a mobile environment. This week we'll be discussing the importance of the weekly meeting, something we call a weekly huddle or a weekly scrum. This is a time when the team meets on-line or by conference call. There are a number of benefits to a weekly meeting.

First of all, a weekly meeting allows the team to connect with one another and with you as their supervisor. In an office, team members may spend some time each day talking and sharing what is going on in their lives. Weekend activities, what their children are doing at school and how their husband is driving them crazy are all topics of conversation used to build and strengthen relationships. However, in a mobile environment this type of team building can be lost if not consciously addressed. What's the answer? A weekly meeting, scrum or huddle.

Second, a weekly meeting allows you an opportunity to share information concerning the organization or the unit all at the same time. This reduces the time you might have to spend sharing this information during other calls during the week. Later in this series we will discuss the weekly 1 on 1 where you spend some time with each of your staff. Your goal should be to keep this one on one to 30 minutes. One way to do this is to share some information pertinent to the entire group all at the same time.

Third, a weekly meeting allows you to celebrate accomplishments as a team. Celebrating anniversaries, individual and team accomplishment and birthdays helps to build the team and this is one of your primary responsibilities as a supervisor leading a mobile unit.

Holding the weekly huddle can be done a number of ways. GoToMeetings, Zoom Meetings, or simple conference calls can all be used to facilitate a weekly meeting. A best practice is to have a consistent agenda. An example would be something like this:

Spend the first ten minutes in general visiting and chatting. I promise you, you will have a few people who will want to chat.

Your second ten minutes could be assignments, things like caseload assignments, additional duties being assigned to team members or overall maybe overall organizational areas of focus.

The third ten minutes can be training. Delegate someone to provide a best practice, review a policy that is being overlooked, or share a shortcut they have learned that might save team member's some time.

Schedule it at the same time each week, I would recommend on Mondays. This allows you to recover from the weekend as a team or transfer assignments while received while on call. Having it at the same time each week makes it easier to schedule over time.

Finally, try and have some fun. Recently we have had “wear your cowboy hat to workday or wear a team sport shirt day or bring your pet to work day. Since many of us are starting our days from home, this is easy to do and helps to improve team spirit.

Having a weekly huddle improves esprit de corps, allows you to disseminate information concerning the team and the organization effectively and can help the team stay in touch when they would otherwise not see each other for weeks on end.

This podcast has been produced by the Center for Learning and Organizational Excellence, the training department of Family and Protective Services in Texas. Music provided by Shane Ivers from Silverman Sound Studio. The music is provided at a cost that even a state agency can afford. That’s right, it was free. Thanks Shane.

This is Michael Curtis and from all of us at the Center for Learning and Organizational Excellence in Texas, have a great day